

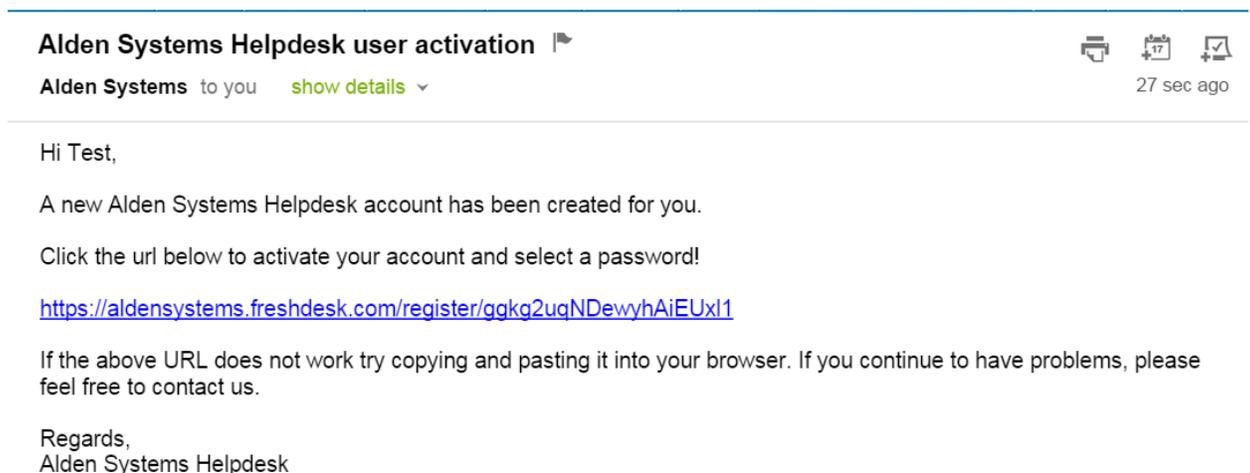
Using the Alden Systems Support System

Creating an Account

1. If you have not yet created an account for our support portal, go to <https://aldensystems.freshdesk.com/support/home>
2. Look in the top-right corner and click “Sign up”

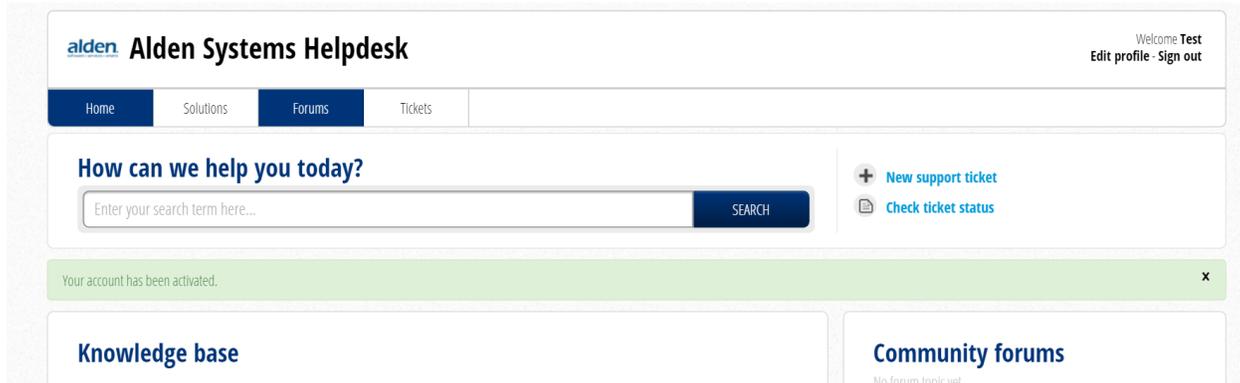


3. Enter your full name and email address as prompted. The email you enter in is how you will receive ticket updates and responses from Support. When you are done entering your name and email, click “Register”
4. An activation link will be sent to your email. Check your email and click on the link to activate your account and select a password (Sample email below)



5. Once you have clicked on the link that was sent to your email as shown above, you will be prompted to create a password. Choose a password and then click on the “Activate & Log in” button

6. You should see a display in green informing you that your account has been activated



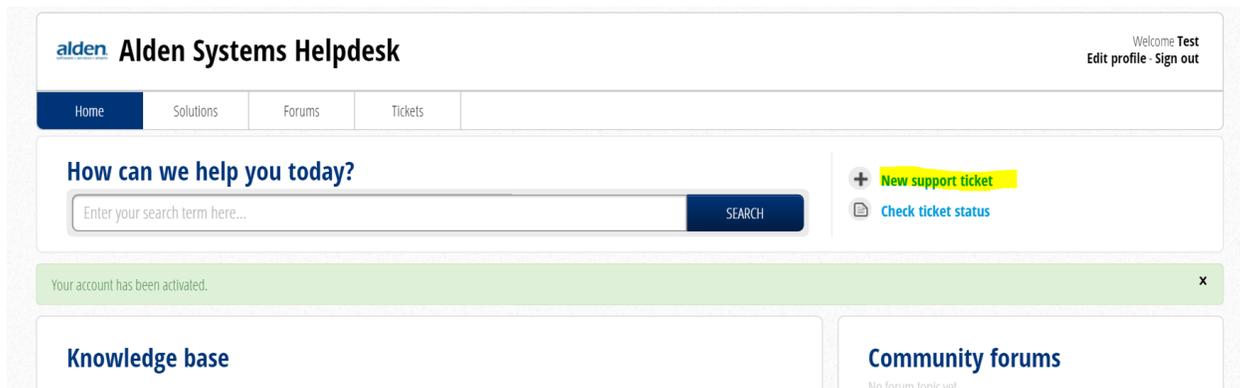
When to Create a Support Ticket

1. You can create support tickets for **issues**, **questions** you may have, software **bugs**, **enhancement requests**, and any **data changes** or **report changes** you may need.

We prefer that you either create the ticket using our support system or email your issue to support@aldensys.com rather than a phone call. This will ensure that we resolve the highest priority issues first and can get all the information we need in the timeliest manner possible.

Creating a Support Ticket Through the Portal

1. Go to the Support portal <https://aldensystems.freshdesk.com/support/home>
2. Sign in if you have not already
3. Click on the “New support ticket” link as shown below:



4. Fill out the fields in the ticket as shown below.
 - a. If you are unable to perform work until your issue is resolved, please select YES to the “**work stoppage issue**” drop down box.
 - b. **Be sure to include detailed steps to reproduce the issue if possible. Screenshots of any error messages are also extremely helpful.** These things can get your issue resolved more quickly.

alden Alden Systems Helpdesk

Home Solutions Forums Tickets

Submit a ticket

Subject *

Requester *

Work Stoppage (cannot continue working until resolved) *

Product *

Technician / Contact

Description *

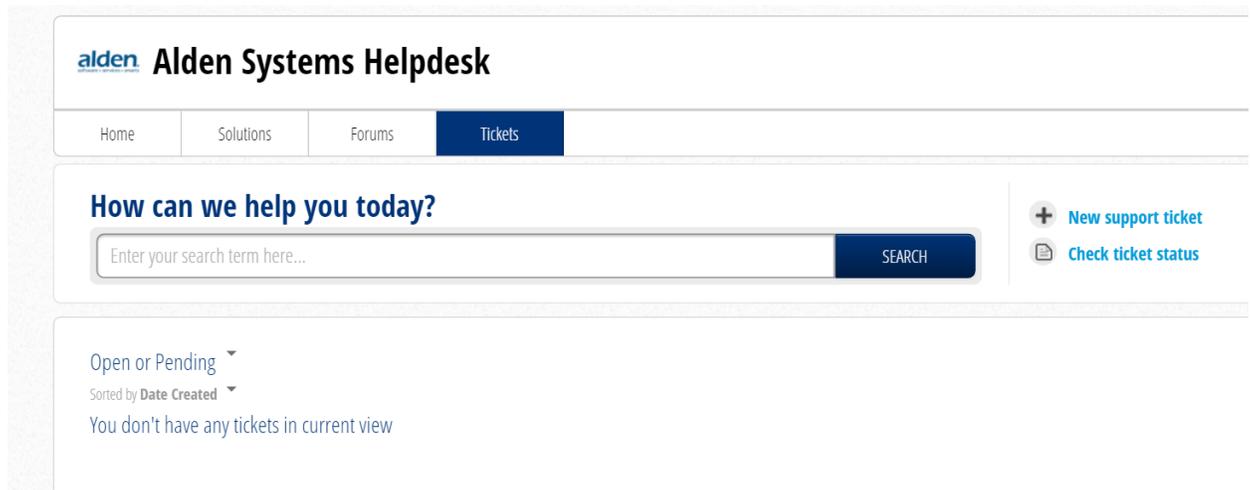
B I U

I am receiving an error message when I try to sync. I noticed that I entered in my password incorrectly immediately before getting the error. I am attaching a picture of the error with this ticket. Thanks!

[Attach a file](#)

5. Click on the “Submit” button
6. You will receive a confirmation email that your ticket has been created, and every time an agent responds to your ticket, you will receive an email notification.

7. Additionally, you can check on the status of your open tickets by clicking on the “Tickets” tab as seen below:



Searching the Helpdesk

When Alden Support notices common error messages or issues that our users have, documentation for dealing with those problems is added to the helpdesk. Before creating a ticket, it would be wise to search through the helpdesk in case the solution to your issue is already posted.

1. Go to the Support portal <https://aldensystems.freshdesk.com/support/home>
2. Click on the “Solutions” tab
3. Type in some keywords to describe your error or issue

The screenshot shows the Alden Systems Helpdesk interface. At the top, there is a navigation bar with links for Home, Solutions, Forums, and Tickets. Below this is a search bar with the text "error 2512" and a "SEARCH" button. To the right of the search bar are two links: "New support ticket" and "Check ticket status". The main content area displays "Search results for 'error 2512'" with tabs for "All", "Solutions", "Topics", and "Tickets". A search result is shown for "2512 Error at Line 1 Position 128 (Invalid Grid Color)" from the "COLLECTWEB" platform. The description states: "Platform CollectWeb Summary 2512 An error has occurred. [Line: 1 Position: 128] Description The above error is a result of an invalid color assigned to a user for a project. Thu, Sep 10, 2015 at 4:14 PM". At the bottom of the page, there is a dark blue footer with the navigation links: "Home - Solutions - Forums - Tickets".

4. If you see a help item that matches your problem, click on it and discover how to resolve the issue

Creating a Support Ticket via Email

Instead of creating a ticket through the support portal, you can also create one when you email Alden Support directly. We prefer you to create tickets using the support system, but some situations may require direct email ticket creation.

1. Send an email to Support@aldensys.com
 - a. Be sure to include detailed steps to reproduce the issue and as much information as possible. Screenshots of any error messages that come up are extremely helpful as well.
 - b. Below is an example of a poor email that does not include enough information

The screenshot shows an email client interface. The "To:" field contains "Alden Support". The "Cc:" field is empty. The "Subject:" field contains "Issue". The body of the email reads: "Hello, I am having a problem and I need your help. It is not working correctly. Thanks".

c. Below is an example of a good email that allows Support to quickly resolve the issue

